# XEN MAIL ALPHA – USER MANUAL

## GENERAL INFORMATION

### Setup Options

Once your Voice Mail has been opened you may change various options, such as Greetings, Transfer and Message Delivery Options, and Personal Options

### Voice Mail Message Indication

Whenever there are new messages in your mailbox, an indication will be provided on your telephone:

XEN Digital Telephones: Large LED = Steady RED
Analogue Telephones: Message Wait Light = Steady RED

### Advanced Dialling

At any time, you can "dial ahead" by entering a series of responses, even before hearing the entire question, to quickly advance directly to the desired section of your voice mailbox.

### Getting Started

When you call the XEN Mail Alpha Voice Mail system for the first time, you will be asked to personalise your mailbox. Doing this will open your mailbox and make it ready for use.

### Entering Your Mailbox

Lift handset.

Dial Voice Mail.

Dial your Personal ID, if necessary (typically **9** + extension number).

Follow prompts: Record Your Name & Spell Your Name.

### Record Your Name

Record your first and last name.

Dial ***** to end recording and review your Name recording.

Dial **1** to re-record, otherwise dial **2**.

## GETTING STARTED

### Record Your Personal Greeting

At the prompt, record an appropriate greeting to callers who reach your mailbox. Use the handset to record your name and a brief, descriptive message.

Dial ***** to end recording and review your greeting.

Dial **1** to re-record, otherwise dial **2**.

### Set Your Security Code

Dial **1** for **YES** if you wish to enter a Security Code (of 3 to 10 digits) via your telephone keypad.

Dial ***** to complete code entry.

Re-enter your security code, as prompted, for confirmation.

Dial ***** to complete code entry.

### Opening Your Mailbox

Dial **1** to confirm your personalised settings and open your mailbox for use, otherwise dial **2**.

*Note: Your personalised settings can be changed at any time through Setup Options.*

## CALL FORWARD SETTINGS

### Call Forward Busy/No Answer (CF/BNA) SET

Lift handset: hear Intercom (**ICM)** dial tone. Dial the Call Forward Busy/No Answer Set code **67**.

Dial the voice mail.

Replace handset.

### CANCEL

Lift handset: hear **ICM** dial tone.

Dial the Call Forward Busy/No Answer Cancel code **67**.**

Replace handset.

### Call Forward All Calls (CFA) SET

Lift handset: hear **ICM** dial tone.

Dial the Call Forward All Set code **66**.

Dial the Voice Mail.

Replace handset.

### CANCEL

Lift handset: hear **ICM** dial tone.

Dial the Call Forward All Cancel code **67****.

Replace handset.

## CALLING VOICE MAILBOX

Use this simple procedure every time you wish to access your voice mail box:

Lift handset OR press **Speaker**.
Dial the voice mail; wait for answer.

When calling from your telephone:
Dial your Security Code, if prompted.

When calling from another telephone:
Dial ***2#** to start the main greeting.

Dial your Personal ID (typically **9** + your extension number).

Dial your Security Code, if prompted.

### When Calling From Outside

Dial your Personal ID (typically **9** + your extension number).

Dial your Security Code, if prompted.

Respond to each question by dialling **1** for **YES**, and **2** for **NO** or use Quick Keys to advance dial to a specific topic.

## WHEN CALLING FROM OUTSIDE

Call your mailbox for new messages when you receive a voice mail message indication:

Dial **1** for **YES** when asked,

"You have _ new messages. Would you like to hear them?"

Messages marked **"Urgent"** are played first. Messages from outside callers are played in the order received.

Messages from other voice mail users are sorted by sender. At the tone, you record a reply, otherwise dial **2**.

The day and time recorded is announced at the end of each message.

While listening to a message, you can:

Dial * to skip the message and save it as **"new".**

Dial **#** to repeat the previous 3 seconds of the message.

Dial **1** to advance to the end of the message.

Dial **2** to redirect the message. Dial **1** to confirm, otherwise dial **2**.

Dial **4** to delete the message. Dial **1** to confirm, otherwise dial **2**.

Dial **6** to archive the message. Dial **1** to confirm, otherwise dial **2**.

### Greeting

Dial **4** to change your Greetings.

Dial **4** to listen to the playback of your current Greeting.

Dial **1** for **YES** to switch between Standard and Alternate Greetings, otherwise dial **2**.

Using the handset, begin recording at the beep sound.

Dial * to end recording and review the Greeting.

Dial **1** to re-record, otherwise dial **2**.

### Call Transfer Setting

Dial **6** to change your transfer options.

Dial **4** to change Call Transfer setting.

Dial **1** to turn Call Transfer **ON** and/or leave it **ON**.
OR
Dial **2** to turn Call Transfer **OFF**.

Listen to the phone number your calls are currentlybeing transferred to.

Dial **1** and enter a new phone number (up to 9 digits),

Then press *,

Otherwise dial **2** to leave the current setting.

*Note: If Call Transfer to your work phone is **OFF**, calls are sent directly to your voice mail box.*

*When Call Transfer to your work phone is **ON**, calls are first directed to your extension.*

*XEN Alpha handset based settings will then apply.*

### Message Delivery Options

Dial **6** to change your delivery options.

Dial **5** to set Message Delivery to your work phone, home phone, pager, or spare phone.

Dial **4** for your work phone, **5** for your home phone, **6** for your pager, **7** for your spare phone.

Dial **1** to turn Message Delivery on and leave it **ON**.
OR
Dial **2** to turn Message Delivery **OFF**.

Follow the prompts for the desired message delivery Option.

*Note 1: Message Delivery schedules may overlap.*

*Note 2: It is not necessary to dial a trunk access code (i.e. 0) when entering an outside telephone number.*

**REVIEWING MESSAGES**

Messages you've already listened to (old messages) can be reviewed for a short while (typically until midnight), be directed to another XEN Mail Alpha mail box, or archived for a longer time.

**Review**

Dial **6** to review messages.

Dial **1** for **YES** when prompted,

"You have __ messages to review. Would you like to check them?"

Listen to the old messages followed by the day and time recorded

**Redirect (Copy to Another Mailbox)**

Dial **2** while listening to a new or old message.

Dial **1** for **YES** to Redirect the message being reviewed.

Dial the mailbox or group to receive the redirected Message.

Dial **1** to confirm your entry.

Dial **1** for **YES** if you want to record an introduction, Otherwise dial **2**.

Record your introduction when prompted.

Dial ***** to end recording.

Dial **1** for **YES** to set Special Delivery options,

Otherwise dial **2**.

Dial **1** for **YES** to redirect he message to an additional mail box, otherwise dial **2**.

*Note: You can redirect the same message as many times as you wish.*

**Archive (Save)**

Dial **1** for **YES** to Archive the new or old message being reviewed.

*Note: Once you listen to an old archived message, you must archive it again to keep it from being deleted immediately.*

**CHANGING YOUR SETUP OPTIONS**

You may personalise your mail box to accommodate your current schedule or plans by changing your Setup Options:

Dial **7** for Setup Options

Follow prompts to change the desired Setup Option.

Dial **7** to repeat the previous 3 seconds of the message.

Dial **8** to pause message playback. (Dial **8** again to resume message playback.)

Dial **9** to advance 3 seconds within the message.

*Note 1: NEW messages are those that you haven't yet heard. A NEW message will not be deleted until you've had the opportunity to listen to it.*

*Note 2: Messages are OLD once you hear them through to the recorded day and time. OLD messages are typically deleted at midnight of the day received unless they have been archived.*

**QUICK KEYS**

Save time by advancing directly to a specific topic:

Dial 4 — check new message.

Dial 5 — to leave message.

Dial 6 — to review messages.

Dial 7 — to change your setup options.

**LEAVING MESSAGES**

Send messages to other XEN Mail Alpha users directly from your mailbox:

Dial **5** to leave a message.

Dial the first three letters of the last name of the person or the group you want to send a message OR dial **##** and the mailbox number. Dial **1** to confirm, otherwise dial **2**.

Record your message at the beep. Dial **9** to end the recording OR ***** to select special delivery, otherwise dial **#** to re-record.

*Note: Dial **##** to switch between choosing by mailbox number or by name.*

**Special Delivery Options**

When you are leaving a message, you can mark it for Special Delivery. There are four Special Delivery options available:

Dial **4** – **URGENT**
Heard first before regular messages.

Dial **5** – **PRIVATE**

Dial **6** – **RETURN RECEIPT**
XEN Mail Alpha tells you when the person heard the message.

Dial **7** – **FUTURE DELIVERY**
The message is sent at a time and day you specify.

## PERSONAL OPTIONS

### Section A

Dial **7** to change your Personal Options.

Dial **4** to set you Security Code.

Dial a new Security Code (of 3 to 10 digits).

Dial * to complete code entry.

Re-enter your Security Code, as prompted, for Confirmation.

Dial * to complete code entry.

Other Personal Options you can change include: Re-recording or re-spelling your name or changing your directory listing status.

### Section B
### Re-Recording Your Name

Dial **7** to change your Personal Options.

Dial **5** to change your Recorded Name.

Dial **1** for **YES** to change your name.

Enter and confirm new information.

### Section C
### Re-Spelling Your Name

Dial **7** to change your Personal Options.

Dial **6** to change the Spelling of your name.

Dial **1** for **YES** to change your name.

Enter and confirm new information.

### Section D
### Changing Your Directory Status

Dial **7** to change your Personal Options.

Dial **7** to change Directory Status.

Dial **1** to turn Directory Status **ON** and leave it **ON**
OR
Dial **2** to turn Directory Status **OFF**.

## TRANSFERRING A CALL DIRECTLY TO A VOICE MAIL BOX

To simplify message taking, outside callers can be transferred directly into the user's voice mail box, where they will hear the personal greeting and be prompted to leave a message.

**With An Outside Call In Progress**
Press **TRANSFER**.

Dial the XEN Mail Alpha Voice Mail, and wait for answer.

Dial the mail box number of the user the call is to be transferred to and then dial **2**.

**Replace handset immediately**.

## MAIN MENU

| | |
|---|---|
| Check New Messages | = **4** |
| Leave Messages | = **5** |
| Review Old Messages | = **6** |
| Change Set Up Options | = **7** |

## KEYPAD SHORTCUTS

| | |
|---|---|
| Switch Between Standard and Alternate Greeting | = **745** |
| Change Your Security Code | = **774** |
| Change Call Transfer Options | = **764** |
| Turn Call Transfer OFF | = **7642** |
| Turn Call Transfer ON | = **7641** |
| Change Phone Number for Call Transfer | = **76414** |
| Change Your Recorded Name | = **775** |

For more information on Options, Settings and Operation, please contact your System Administrator (Name: _____ ) or Your NEC Authorised Dealer:

Phone Wizards
MAITLAND Office
Ph (02) 4931 6130
sales@phonewizards.com.au
www.phonewizards.com.au
PO Box 397, MAITLAND NSW 2320